

Children's Health Insurance Program

Core CAHPS Questions

Composite and Question 55

Health Plan Customer Service and Paperwork

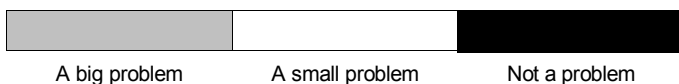
This chart summarizes the responses to survey question 55 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses are also below.

Composite

Washington State CHIP beneficiaries (n=77)	Scores with fewer than 85 responses are not displayed.
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Q55. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called Medical Assistance customer service?"

Q55. (n=77)		Scores with fewer than 85 responses are not displayed.
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NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.